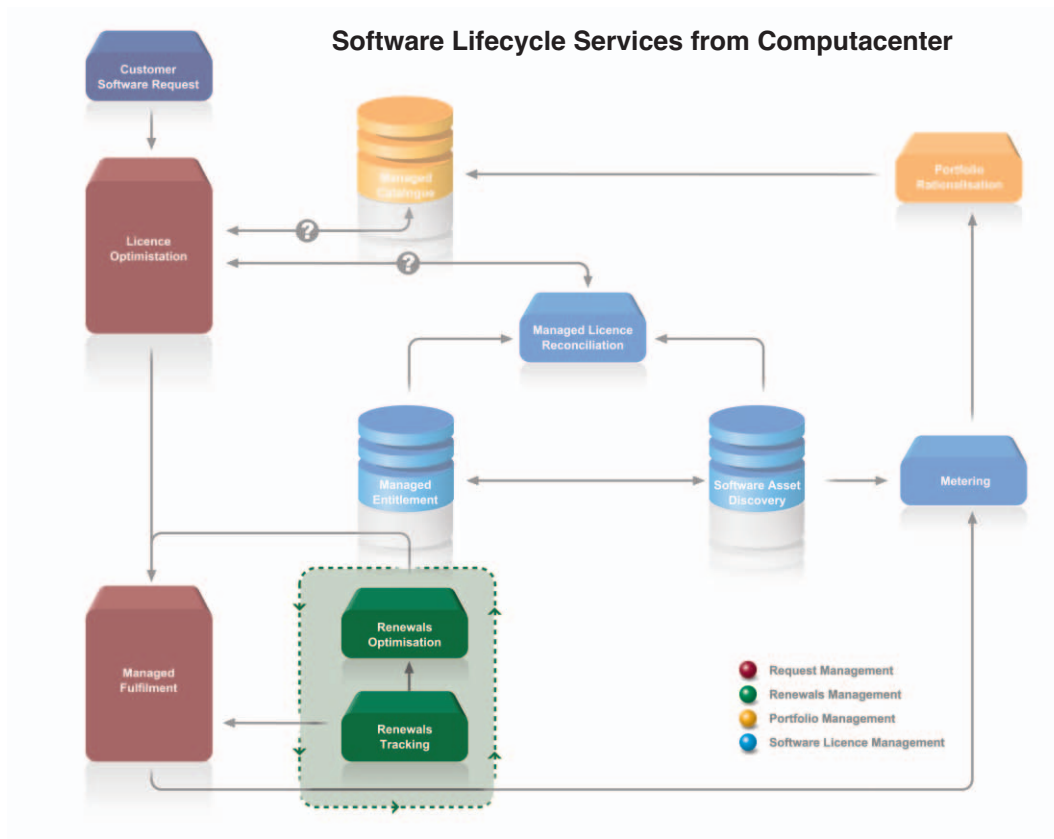


## RENEWALS MANAGEMENT



# RENEWALS MANAGEMENT ENSURES ONGOING SUPPORT, MAINTENANCE AND COMPLIANCE



Put your renewals in expert hands to save money and effort.

With so many software renewals for various vendors happening on different dates throughout the year, it's not surprising that this creates an administrative nightmare for customers and an area which all too often is poorly controlled or even neglected because of poor visibility. Yet with renewals typically accounting for 50% of software spend, how do you gain control of your renewals process to minimise effort and save money?

Forecasting, reviewing and processing software renewals can be a full-time job and drain on valuable resource. Missing renewal deadlines could lead to penalty fees, the loss of critical application support and missing out on early-bird promotions and discounts. Lack of visibility of what needs to be renewed, when, results in unbudgeted spend and financial risk.

This then also forces you into reactive purchasing, leaving little time to make sure you're getting the best deal on your renewal, or even to question the need for it in the first place.

## What is Renewals Management?

Computacenter's Renewals Management service forms part of our set of Software Lifecycle Services. It belongs to one of the four managed service modules that together provide a comprehensive 'cradle to grave' software asset management solution.

This means Computacenter take on sole responsibility for managing all your software renewals across all vendors, from start to finish. We aim to take the pain and complexity out of managing renewals while enabling you to exploit Computacenter's licensing expertise, vendor relationships and economies of scale in software purchasing to get the best deals and make the right licence decisions.

From process flows that capture and record all new license purchases requiring a future renewal payment to proprietary tracking tools, our Renewals Management services are built on industry-recognised technologies and expertise.

The Renewals Management module comprises **Renewals Tracking** and **Renewals Optimisation**.

### Renewals Tracking

Renewals Tracking is an ongoing service providing proactive management and administration of company-wide renewals across all vendors through a dedicated Account Team.

This involves:

- Building a centralised tracker using our proprietary tools to capture and track all software renewals, across all vendors in a single repository
- Ongoing capture of new software purchases and their future renewal date
- Advance notification of all due renewals to business owners
- Validating the need to renew prior to any renewal being made
- Detailed renewals forecasting and reporting

This delivers:

- 90-day, 60-day and 30-day **Renewals Notifications** sent to the relevant business owners
- Quarterly **Renewals Forecast Report**
- Monthly **Overdue Renewals Report**
- Monthly **Closed Renewals Report**
- Monthly **Cost-Savings Report** detailing quantifiable cost-savings achieved

### Renewals Optimisation

For significant renewals, we will undertake a **Licence Options Appraisal** which is done on an exceptional basis as defined in the service scope. This is a thorough professional assessment of your requirements to ensure the licensing strategy for important renewals is optimised every time.

We specifically look to achieve best value in terms of cost and service levels and also best fit, taking into account your future business needs in light of known changes in vendor product roadmaps and licence schemes. As part of this process, we also look to exploit opportunities for improved buying power and manageability through simplification and grouping of contracts.

Our licensing consultants work on your behalf to:

- Consolidate agreements – combining multiple agreements provides greater visibility of spend and negotiation levers to maximise discount bandings and improve terms
- Co-terminate agreements – brings renewal dates across vendors into line to reduce the volume of renewals transactions throughout the year
- Benchmark unit prices against different agreements, competitor deals and promotional opportunities currently available in the market

This delivers:

- Renewals Licensing Strategy Report detailing the optimum licensing strategy, its rationale, cost-benefit and ROI analysis and most beneficial fulfilment route

## What are the benefits?

Renewals Management provides proactive management of your software renewals to significantly reduce costs and complexity while improving control:

### Cost

- Cost-avoidance by stopping maintenance renewal on software no longer used
- Greater discounting through consolidation of contracts and spend
- Early notification means renewals can be made earlier for additional value-add benefits
- Further cost reductions by exploiting Computacenter's purchasing power, vendor relationships and licensing know-how
- Expertise to ensure renewals are made at the optimum price, under the optimum licence agreement and through the optimum supply route
- Elimination of penalty fines for late renewals

### Control

- Consolidation and co-termination of contracts simplifies manageability
- Management reporting increases budgetary control and enables better planning
- Proactive support by licensing experts gives peace of mind that renewals decisions are right first time

## Is there anything else?

We recommend that customers implementing Renewals Management combine this with **Request Management**, **Portfolio Management** and **Software Licence Management** service modules to deliver a best-in-class software asset management solution for ongoing control of cost and risk from purchase to retirement.

## Why Computacenter?

Computacenter's coverage extends to 120 countries for both products and services. We have been delivering successful, value-added business solutions to our customers since 1981 and are the only Large Account Reseller able to provide end-to-end solutions for all your IT needs from hardware and software to IT services.

Only Computacenter offers a comprehensive portfolio of Software Lifecycle services helping customers gain and maintain control of their software costs and compliance risks, from cradle to grave. This comprises one-time fixed term engagements and ongoing managed services on a multi-year basis. As Europe's largest independent software reseller, we are also best placed to supply your software assets as well as manage them.

This modularised set of services backed by our tools and people allow us to tailor and scale solutions to your business needs. This combination underpinned by our ethos and commitment to being a best-in-class professional services organisation is an important differentiator that sets us apart.



But that's not all: as Europe's leading independent provider of IT infrastructure services, Computacenter can also fulfil your software needs as well as address your wider infrastructure needs:

- A **full range** of solutions and services from purchase to implementation to retirement
- A single point for sourcing software across **1100+ vendors**
- **Industry-recognised** Software Licence Managers and SAM specialists
- **Licence Managers are targeted on customer satisfaction**, not product sale
- **Purchasing and negotiating power:** we're the UK's No. 1 independent software supplier
- Comprehensive and proprietary tools **proactively ease** your software management
- Proven ITIL-based best practice to **meet the most complex requirements**
- **80% of FTSE 250 companies** are Computacenter customers

Computacenter is proud of its customer relationships. These are just a few of them:



## Contact us

To learn more, please contact your Computacenter Account Manager, email [software@computacenter.com](mailto:software@computacenter.com) or visit [www.computacenter.com](http://www.computacenter.com)



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